

Annual Project Progress Report

Project title:	UN-Turkmenistan Joint Programme „Improving the system of social protection through the introduction of inclusive quality community-based social services“
Award ID:	00124733
Project ID:	00119451
Implementing partner(s):	Ministry of Labor and Social Protection, UNICEF, UNFPA, UNODC
Period covered in this report:	April-December 2020
Date of last Annual Report:	n/a
Date of the last Project Board meeting:	04.11.2020 (JP Steering Committee meeting)
Date of last Quality Assurance and rating:	n/a

1. Project Performance

Please state the expected Output of the Project, set indicators and corresponding CP Outcome (as per project document/AWP):

Project Output 1:

An inclusive community-based social service model is developed, with its key elements prototyped to address multiple vulnerabilities of the most in need and ready for scaling up

Output indicators:

- 1.1. Prototype services are designed and effectiveness measured and costed
- 1.2. Standards and service specifications, SOPS in place including mainstreaming of gender-responsive, child-sensitive and disability inclusive approaches approach
- 1.3. Indicator number and % of vulnerable population in 5 pilot Etraps covered by services responsive to their needs disaggregated by vulnerability, age, sex
- 1.4 Costing and funding standards developed and finalized

Output targets (2020):

1.1 45 social workers trained and deployed in 15 Etraps for 8 months and assessments of vulnerable target groups completed; inventory of existing social services completed; Design of new social services completed for system and services to fill gaps.

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

Inventory of existing social services has been completed and presented to relevant stakeholders. Training of 45 social workers is under way, to be completed in 2021. Following the foundational phase of training, social workers started work in their places of assignment in between consecutive trainings. Design of new social services was postponed to 2021 due to late start of the JP and COVID-19 mobility restrictions.

1.2 Standards and service specifications drafted and tested. All SOPs and service specifications designed as gender-responsive, disability inclusive and child-sensitive.

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

Development of standards and service specifications started with delay due to late start of the relevant JP activities because of COVID-19 mobility restrictions.

1.3 Number of new services planned for piloting in target etraps.

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

New services are in the process of planning and development due to late start of the relevant JP activities because of COVID-19 mobility restrictions

1.4 Assessment of costs of existing system and newly designed community-based service model and planned prototype services and cost consequence analysis (or other economic analysis method) to support a case for investment.

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

Assessment and analysis were postponed to 2021

Project Output 2:

The country's social work and social service workforce capacity strengthened

Output indicators

2.1 Number and type of training packages reviewed, consolidated, developed and amended based on evidence from practice

Output targets (2020):

2.1 Five training packages drafted and delivered up to 400 new and existing social service workforce practitioners, managers and allied professionals at national, regional and local levels.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

Since the training programme of Turkmenistan's social service workforce is designed for 8 months, only the first phase of training of social workers (15 days) was delivered in 2020. This output is expected to be fully achieved by September 2021, following the delivery of the last training package.

2. Progress Reporting

Please summarize the main achievements during the project cycle:

Despite the late start of the JP UNDP component activities due to the pandemic mobility restrictions, UNDP managed to achieve almost all targets as per the JP Annual Work Plan for 2020 by effectively readjusting to the online mode of work. The JP UNDP-led major activities that were held both online and in-person, including the first in the series large-scale information session and training of the social service workforce, allowed other JP participating UN agencies to kick off and produce results as per the Joint AWP.

Project Output 1:

The successful launch by UNDP of the cascade online and in-person training of the social service workforce, including the newly recruited 45 social workers, enabled the Ministry of Labour and Social



Protection of the Population to [expose social workers to the basic theories and practice of social work](#) and deploy them in the places of their assignment in all regions of Turkmenistan for initial assessment of vulnerabilities of the population and identification of gaps in the existing social service provision. The launch of [training of social workers \(first phase\)](#) signified a major milestone in moving the JP forward despite concerns of possible postponement of trainings and other JP activities in general in view of the pandemic situation.

The gaps in the current system of social services identified by social workers will complement **the Social Services Inventory Report** that was prepared earlier by the JP Chief Technical Advisory Group based on the survey of existing social services conducted by UNDP jointly with the Ministry of Labour and Social Protection of Turkmenistan. This report was shared with members of the JP Steering Committee and will serve as a starting point in designing new social services. In this work, UNDP succeeded to the extent possible reliable data through official communications and engagement with governmental and non-governmental organizations.

Промежуточный Результат 1:



Проведена инвентаризация существующих социальных услуг



JOINT SOG FUND

СОНУКЛУ СОСБАНКАТЛАРЫНЫ БУЛСАКЫ ОЗНАМЫ

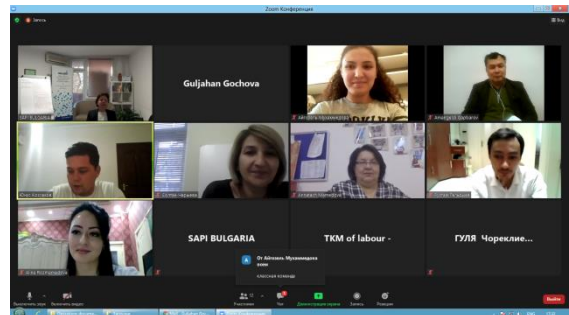
Project Output 2:



Taking advantage of the online option for communication with a larger audience, UNDP jointly with the MLSP organized the first in the series [large-scale online information session](#) for national stakeholders from the capital city and five regions of Turkmenistan, during which PUNOs acquainted the audience with the goals and objectives, interim and expected results of JP. The online event brought together over 150 participants, including heads and staff of the Participating UN Agencies, high-level officials of the Ministry of Labor and Social Protection of the Population (MLSP) and other

relevant ministries, representatives of regional administrations, governmental and non-governmental social service providers from all regions of the country, raising their awareness of the importance of coordinated work with social workers and learning the practice of the social work profession during the upcoming trainings in the regions that they are expected to attend.

The information session was the major JP outreach event preceding another UNDP landmark result, namely the launch of an eight-month long online cascade training of the pool of national trainers by an international training institution from Bulgaria and in-person



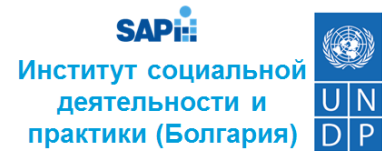
[cascade training of social work specialists by national trainers in all five regions and the city of Ashgabat](#). Launching the full-scale training program in the time of pandemic restrictions was the major achievement for UNDP and the JP as a whole, since all other JP activities totally depended on the soonest start of training. The novelty of the topic of social work and community-based social services added to the complexity of the task that required contracting not only a reputable international institution with relevant experience but also a pool of national trainers for online and in-person conduct of training. UNDP fulfilled this task to the required standard of



quality, within the short period of time and budget constraints. The key inputs leading to the successful launch of the training program include:

- Contracting through the competitive tender process of the Bulgarian Social Activities and Practice Institute for provision of the 8-month long training services in the online format. The challenge was not only to develop a complex TOR but also headhunt for a reputable international social work/services training institution with experience in community-based social services that would be willing to embark on such a complex assignment in the online format within a short period of time.
- Contracting in a short time period of the pool of national trainers for provision of in-person training of the social service workforce in the regions and Ashgabat. The challenge was to identify applicants with at least basic exposure and experience in social work and services for online TOT and subsequent provision of in-person trainings on the newly emerging profession of community-based social work specialist and new social services.

Промежуточный Результат 3:



JOINT SDG FUND

DIRNURULU SOSIALHUKUMATARYNYŇ BILDIRME BAZMASY

Strategic communications:

As part of the JP communications work plan, UNDP ensured the release, printing and publications of the following products:

Project brief for stakeholders and training materials for national trainers and 45 social workers (foundational course).



Two booklets about community-based social services, social workers and inclusive society in Turkmen and Russian languages. One is for specialized audience, such as allied workforce, social service providers, etc. (1000 copies in each language). The other is for general public (5000 copies in each language).

Animation video about social inclusion as an addition to the above mentioned booklet for general audience to raise awareness about social inclusion and the work of JP.



Visibility products for JP, including notebooks - 1000 pcs, paper folder – 400 pcs, paper bags -250 pcs, pens -1000 pcs, ceramic cups – 300 pcs and thermo-cups for social workers – 70 pcs.

Human-interest stories:

Potential beneficiary story – shared on [Joint SDG Fund](#) and [UN Turkmenistan](#), [UNDP Turkmenistan](#) – in Russian, Turkmen, English; [Specialist of social work](#) – based on interview of three social workers.

Press releases on UN-Turkmenistan website and social media posts in Turkmen, English, Russian:

[UN-Turkmenistan Joint Programme on community-based social services kicks off nationwide capacity building trainings of social work specialists](#); Trainings for social workers on [Twitter](#), [Facebook](#), [Instagram](#) and on [UNDP website](#)

[Social services joint programme steering committee meets to review progress](#); and on [Twitter](#), [Facebook](#), [Instagram](#)

[National stakeholders from all over the country get acquainted with UN – Turkmenistan Joint Programme on community-based social services](#); and on [Facebook](#), [Twitter](#), [Instagram](#)

[Expert Working Group discusses implementation of Joint Programme on introduction of community-based social services](#) and on [Facebook](#), [Instagram](#), [Twitter](#)

JP online trainings for national trainers (ToT) - [Twitter](#), [Facebook](#), [Instagram](#)

Social workers orientation meeting on [Twitter](#), [Facebook](#), [Instagram](#)

Working Group of Social work theorists and practitioners on [Twitter](#), [Facebook](#),

Articles on local printed newspapers:

“В интересах всего общества” by *Irina Imamkuliyeva*, “Нейтральный Туркменистан” No 272 (29632)
“Устойчивое будущее для всех” (Sustainable Future for All) _ In column for Social Policy,
 “Нейтральный Туркменистан” No 144 (29504)

On Joint SDG Fund website:

[A new career option in Turkmenistan: A specialist of social work](#) – Blog

[How Turkmenistan's social service is developing: Inclusion and Personnel](#)

Other inputs to the [SDG Fund - Turkmenistan profile's website](#)

JP was featured as [a Key Initiative](#) on UN Turkmenistan website: prepared a blog

Contributed to the production of **Video** – [JP promo video](#) in English with Turkmen and Russian subtitles

JP news and articles on online news agencies: such as Orient, Turkmenportal, InAshgabat, ArzuwNews.

[Минтруда Туркменистана приглашает соцработников;](#)

[Как развивается социальная служба Туркменистана: инклюзия и кадры;](#)

[Совместная программа ООН и Туркменистана по инклюзивным социальным услугам представлена международным донорам;](#)

[Представлена Совместная программа Туркменистана и ООН по социальным услугам на местном уровне;](#)

[National stakeholders from all over the country get acquainted with UN – Turkmenistan Joint Programme on community-based social services;](#)

[В Туркменистане рассмотрен прогресс в реализации Совместной программы по социальным услугам;](#)

[Стартовали тренинги для специалистов по социальным услугам Программы ООН и Правительства Туркменистана](#)

[В Туркменистане стартовала серия тренингов для соцработников](#)

3. Project Risks and Issues

The project Risk Log is maintained throughout the project implementation to capture potential risks to the project and associated measures to mitigate risk. The Project Manager shall maintain and update the Risk Log and ensure that risks are identified, communicated and managed effectively.

A number of potential risks are listed below.

Description of risk	Type and category	Risk management	Current situation
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		actions	
Implementation of the JP UNDP component activities cannot be implemented in full due to initial under-budgeting of the JP UNDP component activities.	Financial	Fundraising, cost-sharing with other PUNOs	UNDP provided \$70k thus fulfilling its commitments under JP
Delay in the implementation of the JP UNDP component activities due to COVID-19 external and internal travel restrictions	Environmental	Request a six-month extension of the JP, shift all activities to online format	National trainers hired and currently undergo online TOT. National trainers provide in-person training for social service workforce in the regions. Not-costed extension of JP will be requested.
Insufficient NGO service providers come forward to prototype services on a grant basis because of lack of willingness, capacity of NGO service providers to engage in piloting new services due to certain bureaucratic obstacles in registration of new NGOs, lack of willingness of local authorities to cooperate with NGOs.	Capacity development of national partners	UNDP will advocate for and ensure active involvement of NGOs in programme development and implementation. Close collaboration and strong buy-in from Government.	This component has not come to implementation yet.

4. Lessons learned and follow-up steps (if applicable)

Please provide the lessons learned and further steps after the project's closure.

While limiting physical space for in-person interaction, the shift to the online mode of work opened up many new untapped opportunities, including the opportunity of simultaneous virtual engagement with broader audiences across the regions of Turkmenistan and delivering services by international consultants/companies from the place of their physical location to the national target audiences in the country without compromising quality of services. This practice also proves very efficient in terms of time and cost saving and can be continued even after the pandemic lockout.

In the JP framework, UNDP has benefited greatly from moving to the online service delivery. It allowed UNDP to make up for the time lost due to the outbreak of the pandemic in the beginning of the year and plan even better for efficient delivery of the training program until the end of the year and well into 2021.

5. Transfer of Assets or other related matter

Please state on any past or future transfer of assets made within the project cycle (Attach list of equipment, cooperation frameworks with beneficiaries, etc.)

Attached

6. Financial management

Budget item	Total approved in 2020 (in USD)	Expenses + commitments	Budget utilization in % to planned
Output 1 and Output 2	287,269	221,446	77%
Total delivery in 2020	225,000	225,000	78%
In % to total project budget	78%		

Prepared by:  Timur Dosmamedov, Cluster Project Manager

Date: 18.12.2020

Approved by:  Akmyrat Danatarov, Programme Specialist

Date: 18-Dec-2020

A	B	C	D	E	F	G	H	I	J	K	L
PROJECT CODE	ASSET ID	PRO FILE	DESCRIPTION	TAG NUMBER	SERIAL NUMBER	MODEL	LOCATION	ACQUISITION DATE	COST	CURRENCY	FUNDING SOURCE
00119451	001	ITC	3A: HW-UN HP ProBook 430 G7/5TW10AAABB hp usb-c dock g5 - dockingstat/ hp usb-c dock g5/ 2SC65AA hp 14.1 business slim top load/ G1K28AAABB hp usb travel mouse/ QY776AAB13 hp usb keyboard multinational - uk english localiz 3PN48AAABB/hp 65w usb-c slim power adapter/	ITC/TKM/119451/001	5CD0335QL9	6YX16AV	TKM/ASH/MLSPPT	24.11.2020	1018.00	USD	30000
00119451	002	ITC	SOCIAL SERVICES PROJECT: 4A: 1FH49AAABB/HP ELITEDISPLAY e243i 60,9cm 2/ 4inch monitor/UOVM5Eelectronic hp care pack next b hp ecare pack 3y nextbusday on	ITC/TKM/119451/002	5CD0335QLN	1FH49AA	TKM/ASH/MLSPPT	24.11.2020	174.00	USD	30000
00119451	003	ITC	SOCIAL SERVICES PROJECT: 5A: BR900MI/APC BACK-UPS pro br900mi – ups/back ups pro br 900va 6 outlet	ITC/TKM/119451/003	4B2009P01497	BR900MT	TKM/ASH/MLSPPT	24.11.2020	201.00	USD	30000
00119451	004	ITC	3A: HW-UN HP ProBook 430 G7/5TW10AAABB hp usb-c dock g5 - dockingstat/ hp usb-c dock g5/ 2SC65AA hp 14.1 business slim top load/ G1K28AAABB hp usb travel mouse/ QY776AAB13 hp usb keyboard multinational - uk english localiz 3PN48AAABB/hp 65w usb-c slim power adapter/	ITC/TKM/119451/004	6CM0140YJB	6YX16AV	TKM/ASH/MLSPPT	24.11.2020	1018.00	USD	30000
00119451	005	ITC	SOCIAL SERVICES PROJECT: 4A: 1FH49AAABB/HP ELITEDISPLAY e243i 60,9cm 2/ 4inch monitor/UOVM5Eelectronic hp care pack next b hp ecare pack 3y nextbusday on	ITC/TKM/119451/005	6CM0140Y9S	1FH49AA	TKM/ASH/MLSPPT	24.11.2020	174.00	USD	30000
00119451	006	ITC	SOCIAL SERVICES PROJECT: 5A: BR900MI/APC BACK-UPS pro br900mi – ups/back ups pro br 900va 6 outlet	ITC/TKM/119451/006	4B2009P01485	BR900MT	TKM/ASH/MLSPPT		201.00	USD	30000

NOTES: COLUMN

- A This is the Internal Reference used for the project
- B This is the code allocated to the asset profile in the chart of accounts
- C This is the general category e.g. Furniture, Vehicles etc in words
- D This is the detailed description of the asset
- E This is the asset tag as per laid down tagging convention e.g. FF/SUD/EF FASHER/001 for a furniture item in Sudan el fasher
- F This is the serial number, normally available for electrical equipment and registration number for vehicles
- G This is the asset Model as indicated in Invoice
- H This is the Place where the asset is based and can be physically located
- I The date asset is received
- J The cost as per Invoice and payment details
- K This is the Currency used in the cost detail, if various currencies used try to standardize the register into one currency by conversions
- L This is the donor funds used to purchase the asset e.g. UNDP, ECHO etc.